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SERIAL NUMBER 09/920,531	FILING DATE 08/01/2001 RULE	CLASS 714	GROUP ART UNIT 2184 2113	ATTORNEY DOCKET NO. P5685
APPLICANTS George Hines, Menlo Park, CA; <i>None</i> <i>AK</i> ** CONTINUING DATA ***** <i>None</i> <i>AK</i> ** FOREIGN APPLICATIONS *****				
IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 09/14/2001				
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after met Allowances Verified and Acknowledged <i>[Signature]</i> Examiner's Signature Initials		STATE OR COUNTRY CA	SHEETS DRAWING 10	TOTAL CLAIMS 20
			INDEPENDENT CLAIMS 3	
ADDRESS William J. Kubida HOGAN & HARTSON L.L.P. One Tabor Center 1200 Seventeenth Street, Suite 1500 Denver, CO 80202 <i># 32658</i>				
TITLE Service guru system and method for automated proactive and reactive computer system analysis				
FILING FEE RECEIVED 710	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	